



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MENTAL HEALTH**

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: 16420	POSITION: Supervisory Customer Service Specialist
POSITION SERIES: MS-0301	POSITION GRADE: 11
OPENING DATE: 07-20-10	CLOSING DATE: 07-27-10
IF "OPEN UNTIL FILLED" FIRST SCREENING DATE:	SALARY RANGE: \$56,740- \$79,436 per annum
WORKSITE: 1100 Alabama Avenue, S.E. Washington, D.C. 20032	TOUR OF DUTY: 8:30 a.m. – 5:00 p.m. Monday-Friday
PROMOTION POTENTIAL: None	AREA OF CONSIDERATION: Unlimited
AGENCY: DMH/SEH/	NO. OF VACANCIES: One (1)
DURATION OF APPOINTMENT: MANAGEMENT SUPERVISORY SERVICE (AT WILL)	

AT WILL" EMPLOYMENT APPLIES TO THE MANAGEMENT SUPERVISORY SERVICE (MSS). ALL POSITIONS AND APPOINTMENTS IN THE MSS SERVE "AT THE PLEASURE OF THE APPOINTING AUTHORITY" AND MAY BE TERMINATED AT ANY TIME WITHOUT CAUSE.

() This position IS in the collective bargaining unit represented by AFSCME 2095 and you may be required to pay an agency service fee through an automatic payroll deduction.

(X) This position IS NOT in a collective bargaining unit.

"JOBS FOR D.C. RESIDENTS AMENDMENT ACT OF 2007": A person applying for a position in the Career Service, Educational Service, Management Supervisory Service, a line attorney position in the Legal Service (series 905) or an attorney position in the Excepted Service *series 905 who is a bona fide District resident AT THE TIME OF APPLICATION for the position may be awarded a 10-point residency preference over non-District applicants, unless the person declines the preference points. If selected, the person shall be required to present no less than 8 proofs of bona fide District residency and maintain such residency for 7 consecutive years from the effective date of the appointment. Failure to maintain bona fide District residency for the 7-year period will result in forfeiture of employment.

BRIEF DESCRIPTION OF DUTIES: This position is located in the Office of the Chief Executive Officer, Saint Elizabeths Hospital (SEH), Department of Mental Health (DMH).

The incumbent serves as the manager of all customer service activities relating to the receipt and routing of visitors to the hospital, routing of incoming calls and inquires, and receipt of service requests and communication of vital hospital information through the Solutions Center. As such, the incumbent is directly responsible for the management of the reception areas in the public portion of the hospital and for the Solution Center and develops policies and procedures for the functioning of the reception areas and the Solutions Center. Specific duties also include managing the receipt and routing of visitors through the public entrance of the hospital by ensuring that customer service policies as well as protocols or directing visitors are developed and understood by receptionist staff and ensuring that receptionist desks are adequately staffed at all times, participating in the development of mail control procedures with senior administrative support staff to ensure incoming deliveries are appropriately routed and, where necessary, are screened according to established hospital procedures, and conducting on-going evaluations of effectiveness of visitor processing procedures making recommendations for improvement regarding security, convenience of both visitors and staff, and efficiency in terms of resources required to process visitors.

QUALIFICATIONS REQUIREMENT: This position requires one (1) year of specialized experience equivalent to the next lower grade level in the normal grade progression of the position to be filled. Specialized experience is experience which is directly related to the position to be filled and has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position to be filled.

SELECTIVE PLACEMENT FACTOR (S): None

SUBMISSION OF RANKING FACTORS

The following ranking factors will be used in the evaluation process. All applicants MUST respond to the ranking factors. Please describe specific incidents from your experience that show evidence of the level at which you meet the ranking factors that have been determined to be of importance for the position for which you are applying. You may refer to any experience, education, training, awards, outside activities, etc., that indicate the degree to which you possess the job-related knowledge, skills, and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. FAILURE TO RESPOND TO ALL RANKING FACTORS MAY ELIMINATE YOU FROM CONSIDERATION.

RANKING FACTORS

1. Experience managing clerical and administrative support activities in a large office setting sufficient to manage receptionist activities in the public entrance to the hospital.
2. Ability to manage an administrative support staff performing multiple functions.
3. Experience establishing and implementing customer service protocols in a public environment..
4. Excellent customer service skills in order to greet visitors and callers and provide accurate information, where requested, in a timely and courteous manner.
5. Ability to administer and manage customer service software, run inquiries and reports using that software, and consolidate resulting information into reports for hospital management.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE WILL BE ALLOWED AS DEFINED BY OPM'S OPERATING MANUAL FOR QUALIFICATIONS STANDARDS. HOWEVER, IN ORDER TO RECEIVE CREDIT YOU MUST SUBMIT OFFICIAL PROOF OF EDUCATIONAL ATTAINMENT WITH YOUR APPLICATION. TIME-IN-GRADE REQUIREMENTS ARE APPLICABLE. APPLICANTS CLAIMING VETERANS PREFERENCE MUST SUBMIT OFFICIAL PROOF WITH THE APPLICATION.

APPLICATIONS SUBMITTED FOR CONSIDERATION WILL NOT BE RETURNED TO THE APPLICANT, EXCEPT THAT APPLICATIONS RECEIVED OUTSIDE THE AREA OF CONSIDERATION OR AFTER THE CLOSING DATE WILL BE RETURNED WITHOUT ACTION.

HOW TO APPLY: ALL APPLICANTS, INCLUDING DEPARTMENTAL EMPLOYEES AND OTHER D.C. GOVERNMENT EMPLOYEES, MUST SUBMIT THE DISTRICT OF COLUMBIA GOVERNMENT EMPLOYMENT APPLICATION, DC FORM 2000. SELECTION (S) FROM THIS VACANCY ANNOUNCEMENT PENDING CLEARANCE THROUGH PRIORITY PLACEMENT PROGRAMS. "A NON-COMPETITIVE SELECTION OF A CANDIDATE ON THE AGENCY'S REEMPLOYMENT PRIORITY LIST OR THE DISPLACED EMPLOYEE'S PRIORITY LIST WILL RESULT IN CANCELLATION OF THIS VACANCY ANNOUNCEMENT."

WHERE TO APPLY: DEPARTMENT OF MENTAL HEALTH
DIVISION OF HUMAN RESOURCES
1100 ALABAMA AVENUE, S.E.
ROOM 205
ATTN: Clara Orino (202) 299-5231

IN ACCORDANCE WITH THE D. C. HUMAN RIGHTS ACT OF 1977, AS AMENDED, D. C. CODE SECTION 1-2501 et seq. ("THE ACT") THE DISTRICT OF COLUMBIA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, MARITAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, FAMILIAL STATUS, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, DISABILITY, SOURCE OF INCOME, OR PLACE OF RESIDENCE OR BUSINESS. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. DISCRIMINATION IN VIOLATION OF THE ACT WILL NOT BE TOLERATED. VIOLATORS WILL BE SUBJECT TO DISCIPLINARY ACTION.

SALARY REDUCTION OF REEMPLOYED ANNUITANTS: An individual selected for employment in the District government on or after January 1, 1980, who is receiving an annuity under any District government civilian retirement system, shall have his or her pay reduced by the amount of annuity allocable to the period of employment.

OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DEPARTMENT OF MENTAL HEALTH, DIVISION OF HUMAN RESOURCES.

DRUG-FREE WORKPLACE ACT OF 1988. "Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his or her immediate supervisor, in writing, no later than five days after conviction of or plea of guilty to a violation of any criminal drug statute occurring in the workplace."